



SINCE 1863

## **FRYE REFURBISHING CENTER**

### **Instructions for Warranty Repair**

Welcome to the Frye Refurbishing Center! We are proud to offer this warranty repair service to our customers. Please follow the instructions below to ensure that your repair is completed in a timely and accurate manner. Warranty repairs generally take from 2-4 weeks to complete from the time they are received at our repair center.

#### **1. Call Frye Customer Service at 1-800-826-3793, Option 3 to receive a Case ID**

This is your repair authorization number. Please note our repair center is unable to process any repair that does not include a Case ID

#### **2. Fill out Frye Repair Form and Print**

Please take the time to carefully fill out all fields with detailed information. Special repair details should be included in the "Notes" section at the bottom of the form.

#### **3. Include a copy of your receipt or a proof of purchase**

This is required for all merchandise not purchased directly through Frye. If you have any questions about this policy please contact Frye Customer Service.

#### **4. Pack up your Frye product. Please note that products are separated from their boxes upon receipt, and these boxes will not be returned with your repaired item. Send to the following address:**

Resole Amercia  
9402 Center Point Lane  
Manassas, VA 20110

#### **We STRONGLY suggest that you:**

- Check that all forms are completed.
- Send the full pair (Left and Right) to ensure consistency.
- Send the package by a carrier (ex: UPS or FedEx) that can track your package.
- Insure the parcel for the full value. Frye is not responsible for packages lost in transit from you to us.

If you have any additional questions regarding your Frye repair, please feel free to contact us at 1-800-826-3793 or email us at [CustomerService@thefryecompany.com](mailto:CustomerService@thefryecompany.com).



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Case ID \_\_\_\_\_

## FRYE REFURBISHING CENTER Warranty Repair Form

Please take the time to carefully fill out all fields with detailed information. Special repair details should be included in the "Notes" section at the bottom of the form. If you have any additional questions regarding your Frye Repair, please feel free to contact Customer Service at 1-800-826-3793, Option 3.

### CUSTOMER INFORMATION

First Name		Last Name		Sex <input type="checkbox"/> M <input type="checkbox"/> F	
Address		City	State	Zip Code	
Contact Phone Number		Email Address			

### PREFERRED METHOD OF CONTACT

*Frye Customer Service will contact you during normal business hours.  
Please check our website [www.thefryecompany.com](http://www.thefryecompany.com) to see our hours of operation.*

Email  Phone

### PURCHASE INFORMATION

*A copy of your receipt or a proof of purchase must be included for all purchases not made from The Frye Company directly.*

Purchase Date	Place of Purchase <input type="checkbox"/> Frye Website <input type="checkbox"/> Frye Store <input type="checkbox"/> Other
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If you checked Frye Direct above please provide the following information.

Billing Name	Order Number	Billing Zip Code
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### PRODUCT INFORMATION

Style Name	Style Number	Color	Size
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### REPAIR INFORMATION

*Please check off all Repair Requests:*

Soles                       Stitching  left  right                       Heel Repair/Replace  
 Pull Tabs  left  right                       Heel Tap                       Leather Conditioning

In the event that your item cannot be repaired, we will replace it with the same style, size, and color. If the item cannot be replaced, we will issue a Merchandise Credit for use on our website in the amount of your original purchase. Please note that irreparable items will not be returned to you.

**NOTES:** *Include any special repair details in this area*

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### PLEASE DO NOT WRITE BELOW THIS LINE (FOR USE BY FRYE ONLY)

Date Received	REP
Repair <input type="checkbox"/> Yes <input type="checkbox"/> No	Notes
Date Received	REP
Repair <input type="checkbox"/> Yes <input type="checkbox"/> No	Notes